

City of Monett
POSITION DESCRIPTION

MonJOB6

Job Title: Billing Clerk
Department: Administration
Salary Range: Payroll – Level 5
Immediate Supervisor: Finance Director

ESSENTIAL FUNCTIONS

- I. Computer Related Activities..... 30% of Time
 - A. Connects new customers and disconnects exiting customers, assuring for accuracy.
 - B. Receives remittances and occasionally posts to system, assuring for accuracy, timeliness and compliance with proper financial controls.
 - C. Issues monthly disconnect list for delinquent bills, assuring for compliance with city policies.
 - D. Prepares and mails delinquency notices.
 - E. Communicates and corresponds in person, on the phone, and through the mail with customers. Answers questions, provides information on policy, and deals with complaints, assuring for professionalism, courtesy and the best possible PR for the city.
 - F. Generates work orders relating to offs, ons, re-reads, etc, assuring for accuracy and timelines. Runs service orders, status reports, and purges.
 - G. Assists meter readers by ensuring their equipment is loaded and down-loaded, operable and available for their use. Checks reports for accurate readings. Calls customers for readings that meter reader cannot obtain. Enters and updates seasonal rates.
 - H. Adds new utility meters and meter change outs for new and existing locations.
 - I. Assigns new addresses for new residences, along with 911.
 - J. Establishes landlord accounts.
 - K. Collects new business information for various organizations and individuals, assuring for accuracy and timeliness.

- L. Signs up new customers, and transfers accounts and disconnections for existing customers, assuring for proper account and meter numbers.
- M. Maintains other clerical operational details.
- N. Maintains and updates database on utilities and landlords, provides information as requested assuring for accuracy and timeliness. Aids in process of maintaining address changes, rate changes and inquiries and inputs energy assistance data into customer account.
- O. After final bills are prepared, verifies address are correct, applies deposit, corrects card, if needed, and transfers credits to A/P to be refunded to customer.

II. Financial Activities 30% of Time

- A. Applies the deposits, .transfers refunds to AP as necessary.
- B. Communicates directly and frequently with customers. Answers questions, provides clarification, deals with complaints, etc., assuring for professionalism, courtesy and the best possible PR for the city.
- C. Posts deposits to the appropriate customer and balances the accounts, assuring for accuracy and timeliness.
- D. Assists with bad debt collection activities. Implements the established collection process. Documents thoroughly.
- E. Receives payments, assists with monthly audit reports, ensures that the various accounts are balanced and assuring for accuracy.
- F. Prints a monthly billing register to create and maintain a legal and permanent record, assuring for accuracy and timeliness.
- G. Calculates and prints monthly utility and final bills. Compiles information for payment of Sales Tax, Prim. Fee and Sewer Fee to be paid to appropriate agency.
- H. Responds to requests by immediate supervisor in an accurate, professional, complete, and timely manner.
- I. Compiles commercial/residential monthly report.

III. Phone and Coverage Related Activities..... 20% of Time

- A. Provides information as requested. Takes messages an /or routes callers to appropriate party.
- B. Addresses customer’s concerns and questions in person and via phone, assuring for professionalism, courtesy, and the best PR for the city.

C. Takes initiative for follow-up activities related to customer or staff requests.

IV. Miscellaneous Activities 20% of Time

- A. Provides services at the counter, obtains information, collects deposits as necessary, and makes service orders regarding customer requests, all assuring for accuracy, timeliness, and the best PR for the city.
- B. Assists in collecting funds for sewer taps and meter parts and maintains an ongoing record.
- C. Responds to requests for information from various city departments, composes and distributes letters of credit as requested.
- D. Tracks billing for sanitation carts.
- E. Provides back up for other personnel as needed, assuring for accuracy and professionalism.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor; subject to reasonable accommodations.

WORK ENVIRONMENT

- ◆ Average accessibility of all work sites required for the position.
- ◆ Above average exposure to weather and temperature extremes.
- ◆ Average exposure to chemicals and fumes.
- ◆ Average exposure to heights.
- ◆ Above average exposure to work safety hazards.
- ◆ Average amount of overtime/extended work hours required.
- ◆ Average exposure to dust.
- ◆ Average exposure to loud noises.
- ◆ Average exposure to darkness.
- ◆ Average exposure to cramped spaces.

PHYSICAL EFFORT

- ◆ Normal physical mobility: movement from place to place on the job, considering distance and speed.
- ◆ Normal physical agility: ability to maneuver body while in place.
- ◆ Normal physical strength to handle routine office materials and tools.
- ◆ Normal physical strength to handle 40 lb. objects, considering frequency.
- ◆ Normal dexterity of hands and fingers.
- ◆ Normal physical balance: ability to maintain balance and physical control.
- ◆ Normal coordination, including eye/hand, hand/foot, etc.
- ◆ Normal endurance.

KNOWLEDGE REQUIREMENTS

- ◆ Completed high school diploma or equivalent.
- ◆ Proficiency with office equipment and computer.
- ◆ Ability to work courteously with people in person and on the phone.
- ◆ Some previous experience with utilities.

MENTAL EFFORT

- ◆ Normal concentration/intensity: prolonged mental effort with limited opportunity for breaks.
- ◆ Average memory, considering the amount and type of information.
- ◆ Above average complexity of decision making.
- ◆ Above average time pressure of decision making.
- ◆ Above average analytical thinking.
- ◆ Above average conceptual thinking.

COMMUNICATION

- ◆ Above average verbal communication.
- ◆ Above average written communication.

SENSORY ABILITIES

- ◆ Normal ability to see.
- ◆ Normal ability to distinguish colors.
- ◆ Normal ability to hear.
- ◆ Normal ability to smell.
- ◆ Normal sense of touch.